

# **THE NEXT GENERATION SYSTEM**

## **for Camping And Outdoor Recreation Activities**



Industry leading, feature-rich Campground Management and Reservation System



Real-time system with 100% data synchronization between sales channels



Supports end-to-end campground ticketing, tour and reservation requirements

ORMS was built to manage the day to day operations of your facilities efficiently, allowing staff the opportunity to spend more time in the field.

### **ORMS Delivers:**

- Single central database
- Unmatched efficiency and data integrity
- Complete financial system with audit trail and reconciliation (GAAP – compliant)
- A flexible solution enabling accelerated development for your future functionality needs
- Complete security and audit trail - no anonymous system activity
- Dynamic Interactive Mapping Technology
- Simple and intuitive design
- Optimized interfaces for each user type (Field, Central Office, Call Center, etc.)

### **ORMS Added Benefits:**

- Self-Managed inventory can include, if desired, configurable rules, policies and new site maps
- Minimizes effort to manage parks and offer reservations
- Reduces training times and accelerates deployment
- Maximizes consumer satisfaction through speed and accuracy of reservation process
- Delivers complete data management, including ad hoc and user defined reporting
- Broad future opportunities including Wireless, Palm, Print at Home, etc.

# Elements of ReserveAmerica's Outdoor Recreation Management Suite:

## Resource Manager

Central Office management tool used to access system wide statistical information including ad hoc reports, management of inventory changes as well as the distribution of digital bulletins.

- Report requests/scheduling and online report repository
- Agency to park Bulletin
- Digital Dashboard - "Day at a Glance"
- Usage/customer reporting availability

## Finance Manager

Secure financial tool with complete end-to-end Audit Trail and Reconciliation capabilities. All system usage is recorded and includes unique operator IDs, no anonymous system access or changes.

- Setup/configuration of fee/discount/tax schedules
- Realtime drilldown into financial postings
- Chart of account setup
- Online refund approvals
- Distribution capabilities

## Field Manager

Powerful application to manage overall campground operations, including the arrival and departure of campers. Field Manager provides integrated POS functionality as well as field money management features, including support for blind/shared/user-specific tills, and location-specific deposit and reconciliation features.

- Check-in and Check-out
- Site Availability Matrix views
- Controls cash drawers & receipt printers
- Field Money Management
- Field referrals

## Inventory Manager

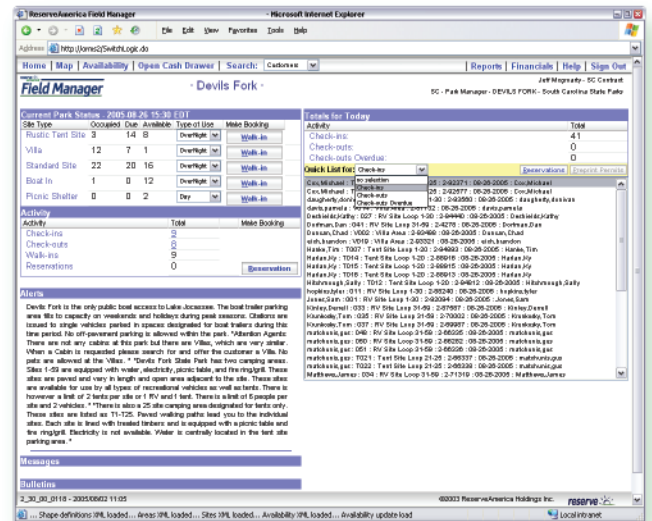
Extensive support tool that manages all inventory, including changes, location-specific reservation rules, restrictions in field PC's including Emergency Closures, Site Details, Alerts, Booking Rules and Park Map Editing.

- Permission - based access
- Configuration of park details - opening times, seasons, etc.
- Setup of POS items
- Approval/validation of inventory changes

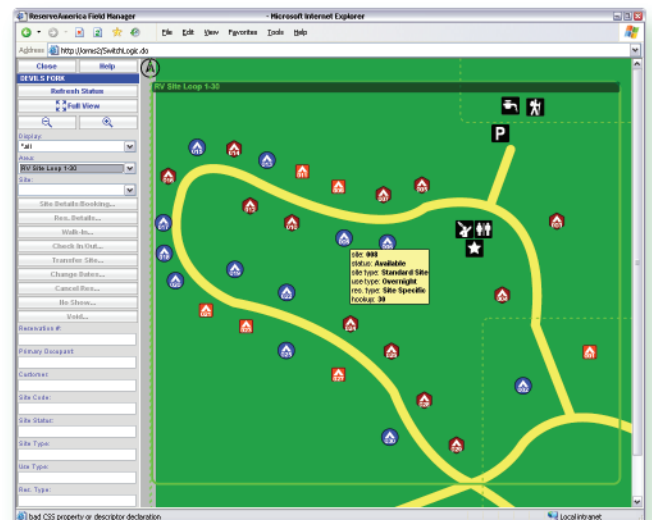
## Call Manager

Highly optimized call center application with automatic enforcement of business rules and extensive referral capabilities that help to increase reservations and ensures all agency policies are upheld.

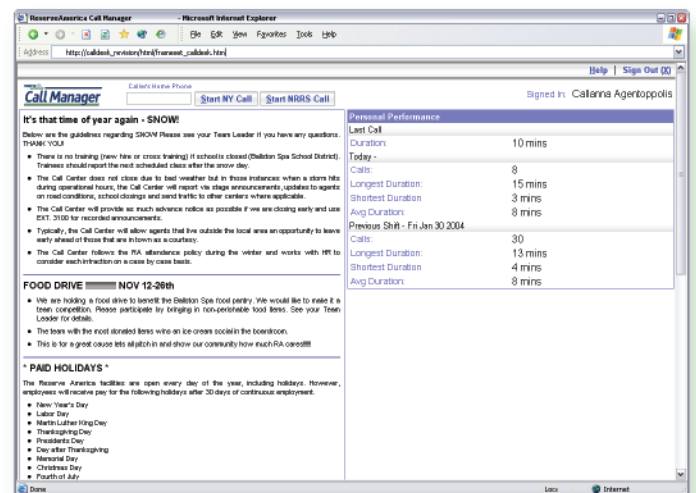
- Integrated park maps
- Breadcrumb trail - retrace last steps
- Order cart enables multiple transactions per call
- Auto-populate data & reformatting of user input



Field Manager - Complete Park Management



Field Manager Maps - Shape and Color Coding



Call Manager - High-Speed Customer Focused Call Center Application

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**#1 Access Point for Outdoor Recreation**  
Rancho Cordova CA, Orlando FL, Ballston Spa NY, Mississauga ON, Pharr TX, Madison WI